

**ANNOUNCEMENT NUMBER: 2010-006**

**OPEN TO:** All Interested Candidates

**POSITION:** Telephone Operator, LES-4; FP-AA  
**(This position is budgeted for the Local Compensation Plan)**

**OPENING DATE:** January 20, 2010

**CLOSING DATE:** February 03, 2010

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** ₱ 279,693.00/annum (Starting salary)  
LES-4; FP-AA

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN COUNTRY AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Manila is seeking an individual for the position of Telephone Operator in the Information Management Office/Switchboard Unit (IM/SWB), Chancery Annex Building.

**BASIC FUNCTION OF POSITION**

Tasked in the operation of the M2250 Meridian Digital Console and its interfacing CPLUS (MSDOS) Telephone directory whose function is to maintain 24/7 telephone service for the U.S. Mission. Answers incoming calls in a quick, friendly and professional manner. Processes complex official calls of U.S. Mission employees with appropriate logs maintained for call accountability. Furnishes updated unclassified telephone numbers and names obtained through manipulation of the CPLUS Telephone Directory and Mission database which can be sorted by name or organization. During the midnight shift, conduct line checks and report outages or any unusual activity to the Information Management Office/Switchboard Unit and/or Telephone Unit Supervisor. Controls usage of trunks and features of the Nortel Meridian 61C telephone during system malfunctions. Provides guidance to mission employees on how to use the features of their telephone numbers. Activates the mobile global text messaging service to update staff members in case of emergency situations or civil unrest. Monitors radio and TV stations during

storm/typhoon conditions to advise the Information Management Office/Management Counselor of the developments. Sends reports regarding daily visitors summary from eCC and every first day monthly report on Neighborhood listing.

#### **QUALIFICATIONS REQUIRED**

**NOTE: All applicants must address such selection criterion detailed below with specific and comprehensive information supporting each item.**

1. Completion of two years of college or university study in general coursework, such as mathematics, history, the arts, social sciences, or other courses is required.
2. At least two years of telephone operator experience is required.
3. Level 4 (Fluent) Speaking/Reading English and Tagalog language is required.
4. Knowledge of instructions and procedures governing the handling of long distance and overseas calls and giving out authorized information is required. Ability to access contact database and send emergency text messages to the wide Embassy population.
5. Must possess excellent interpersonal skills, and must know how to deal and interact with office staff and the general public.
6. Must have the ability to work quickly under continuing pressure and extended hours, and ability to set priorities, make mature and considered judgments to effectively accomplish tasks.
7. Must have the ability to operate telephone switchboard equipment, manual or automatic, but preferably electronic consoles with speed and high degree of accuracy.

#### **SELECTION PROCESS**

For sensitive State Department positions requiring a security clearance, U.S. Citizen Eligible Family Members (AEFM's) will be given first consideration, in accordance with USG policy. Otherwise, when equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address each of the required qualifications above in the application.

#### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold appropriate security clearance.

#### **TO APPLY**

Interested applicants for this position must submit the following, or the application will not be considered:

1. Application for U.S. Federal Employment (SF-171 or OF- 612); or a current resume or curriculum vitae that provides the same information as an OF-612; <http://manila.usembassy.gov>; plus
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

#### **SUBMIT APPLICATION TO**

Human Resources Office  
U.S. Embassy  
1201 Roxas Boulevard, Manila 1000

E-mail: [mnlper@state.gov](mailto:mnlper@state.gov) (please send as an MS Word attachment)

Fax: 301-2399 attention to HR Office.

Drop-Off: Walk-in applicants are not entertained. Please leave your resume with the guards detailed at the Main Gate, attention: HR Office. Specify in your application the position for which you are applying.

For further information regarding the above position, please call 301-2000 x5169 or visit our website at <http://philippines.usembassy.gov>.

## **DEFINITIONS**

1. US Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent

on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

**CLOSING DATE FOR THIS POSITION: February 03, 2010**

The US Mission in Philippines provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve

equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved:HR:GLWebster

Cleared:IM:Mr. Shannon Lankford

Cleared:FMC:Ms. Vivian Lesh

Drafted:HR:JSA/baf